Master Of Business Administration (Information Technology)

MANAGEMENT CONCEPTS AND PRACTICES

1st YEAR EXAMINATION

(JULY 2023)

MARKS: 60

Note: Attempt any six Questions. Each question Carry 10 marks.

1.Describe different leadership styles and their impact on organizational effectiveness. Provide examples of successful leaders who have applied these styles in the information technology sector.

2.Explain the importance of change management in the context of IT projects. Discuss key strategies and challenges associated with implementing change in technology-driven environments.

3.How does strategic planning differ in IT organizations compared to other industries? Discuss the role of IT in shaping organizational strategy and the challenges associated with aligning IT strategies with overall business objectives.

4.Identify and explain three essential project management best practices specifically tailored for the Information Technology sector. Illustrate how these practices contribute to project success.

5.Discuss the ethical challenges that IT managers may face and how these challenges can impact decision-making. Provide examples of ethical dilemmas in IT management and propose strategies for ethical decision-making.

6.Explore the relationship between innovation, creativity, and IT management. How can IT managers foster a culture of innovation within their teams? Provide examples of successful innovation in IT management.

7.Compare and contrast two prominent IT governance frameworks (e.g., COBIT, ITIL). Evaluate their effectiveness in ensuring the alignment of IT with business goals and regulatory compliance.

8.Discuss the unique challenges of human resource management in the IT industry. Explore strategies for attracting and retaining top IT talent, considering factors such as skill shortages and evolving job roles.

9.Explain the significance of risk management in IT projects. Identify common risks associated with IT projects and discuss proactive measures that can be taken to mitigate these risks.

10.How does quality management apply to IT service delivery? Discuss the key principles and methodologies used to ensure the quality of IT services, and provide examples of how quality management contributes to customer satisfaction.